

# Community Services Director



**Job Code:** 3190  
**Grade:** 135  
**Reports to:** Director of Community & Public Relations  
**Salary Range:** \$68,835 - \$107,201  
**FLSA Status:** Exempt

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## **GENERAL STATEMENT OF DUTIES**

Performs difficult professional and intermediate administrative work in the coordination and management of the City's human services and community outreach programs and services; does related work as required.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this classification is responsible for the technical and administrative supervision and coordination of all departmental programs, as well as all facilities under City control and management; for the development of overall administrative policies and procedures relative to departmental operations; for initiating new services; for developing inter-agency working agreements with other social and community agencies; and for interpreting social and community functions and for recommending desirable changes in policies and laws in order to more adequately meet the needs of the community. Work involves the interpretation of laws, rules, regulations, and policies governing the administration of social and community programs and the application of professional and administrative skills to a wide variety of operational problems, including planning, justifying, and directing the expenditure of allocated funds. Work is performed under the general supervision of the Assistant City Manager. Supervision is exercised over division employees.

## **ESSENTIAL FUNCTIONS**

Planning, coordinating, managing, and implementing human services and community outreach programs; publicizing human services efforts and programs; preparing and maintaining appropriate records and files.

## **EXAMPLES OF WORK**

- Maintains communications with citizens, community and religious organizations, and government agencies involved with human services.
- Creates and operates human services programs to meet citizen needs.
- Serves on the Board of Trustees of Friends of Wells/Robertson House.
- Serves on Friends of Wells/Robertson House committees as needed.
- Responds to citizen calls and walk-in traffic requests for assistance.
- Performs required monthly and annual county, state, and federal reports.
- Serves on various boards and committees dealing with citizen needs and services.
- Coordinates programs and services with other governmental and non-profit agencies to preclude duplication of services.
- Creates grant application forms, mails to prospective grantees, reviews applications, and prepares committee recommendations.
- Prepares and oversees budgets and ensures control and management of expenditures.
- Interviews, selects, trains, supervises, and conducts performance evaluations of human services staff and the Homeless Advocate position.
- Prepares grant applications to fund existing, new, and expanded programs.
- Participates in City events to promote human services programs.
- Prepares and maintains files and records.
- Performs related tasks as required.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Comprehensive knowledge of the principles and practices of citizen services, homelessness, chemical dependency, community and social service agencies; thorough knowledge of human relations and counseling; ability to establish and maintain effective working relationships with co-workers, subordinates, and citizens; ability to communicate complex ideas in public, orally, in writing, and graphically.

**MINIMUM EDUCATION AND EXPERIENCE**

Graduation from an accredited college or university with a Bachelor's Degree in Human Services, Social Services, Psychology, or related field. Master's Degree in a related field preferred. Five (5) to seven (7) years of progressively responsible experience in organized public or private sector programs involving human and social services administration, the majority of which shall have been acquired in a managerial capacity; or any equivalent combination of education, training and experience.

**WORK CONDITIONS**

- Light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects,
- Work requires walking, fingering, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly.
- Hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sounds.
- Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions.
- Work performed in this job may place the employee at risk of occupational exposure to blood borne pathogens. Hepatitis B vaccinations will be offered.

Revised 07/01/2008, 12/14/2009

This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification. The list of essential functions/examples of work, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

The City of Gaithersburg is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Gaithersburg provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.